

**6.6.2.4.2 Chargebacks**

The Contractor shall manage chargebacks in accordance with Quest Operating Rules and as provided for by error resolution procedures to be developed in accordance with Section 6.11.2.4.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Description (if any): \_\_\_\_\_

**6.6.2.4.3 Reversals/Cancellations**

A transaction may be reversed or canceled. At an ATM, the cardholder may cancel a transaction. At a POS, the merchant will transmit the trace number and the exact dollar amount of the original transaction. The Contractor shall have the capability to accurately process the reversal/cancellation transaction and appropriately adjust the recipient's account balance.

Each ATM operator must be able to initiate reversals and partial reversals at the ATMs it drives.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Description (if any): \_\_\_\_\_

**6.6.2.4.4 Resubmission of Denied Manual Food Stamp Transactions**

If the Contractor denies a manual Food Stamp transaction or Store and Forward transaction due to an error in message format, the Contractor shall allow the resubmission of such transactions during the same calendar month in which the transaction was originally completed. Resubmissions are not allowed if the transaction was denied due to invalid PIN or insufficient funds.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Description (if any): \_\_\_\_\_

**6.6.2.4.5 Re-presentation**

The State will not permit re-presentation of denied transactions, as re-presentation is defined by Federal regulation 7 CFR 274.12 (l).

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Description (if any): \_\_\_\_\_